

# LOTTO TRANSFORMATION



**Lotto Transformation** | 'lä - (,)tō ,tran(t)  
s - fār - 'mā - shən brō - 'shūr | :  
Modernization of Lottery Equipment and the  
back - end systems at all Lottery retail locations.

## COMING SOON!

# WHAT TO EXPECT

The launch of new Lottery Terminals is being referred to as Big Bang within the halls of BCLC and in conversations with our retail partners. This day has significant meaning for the Lottery retail business and our vision of meeting the evolving needs of our retailers and players.

Before we get to this exciting new state, our teams will work with every retailer, across the Province, to ensure each location is ready for Big Bang.

This brochure will provide you with a recap of the Pre-Installation activity, as well as, remind you of the ways you can obtain hands-on training and other training resources.

In addition, we wanted to take this opportunity to inform you of reduced service levels that may impact your business.

## NEW LOTTERY EQUIPMENT



### LOTTERY TERMINAL & PRINTER

As a reminder, once LVI has completed Pre-Installation, a courier will be come to your location to pick up the Lottery Terminal and Printer for storage until Launch Day. You do not need to call for courier pick-up, we have arranged this for you.

- The Lottery Equipment will be delivered to your location one to five days prior to Launch Day.
- Every Lottery retailer will be responsible to install and power on their new Lottery Terminal & Printer. Equipment installation training support will be provided through on-line videos, quick reference guides and hands-on experience during the Retailer Training Exhibitions.
- Installing your Lottery Equipment is CRITICAL to ensuring your store can sell and validate all Lottery Products after Launch Day.

### LOTTO SCANNER & TICKET CHECKER

- Installed on-site by LVI during the Pre-Installation visit.
- Remains at your location and powered off until Launch Day.
- Every Lottery retailer will be responsible to power on their new Ticket Checker. Equipment installation training support will be provided through on-line videos, quick reference guides and hands-on experience during the Retailer Training Exhibitions.



# IMPORTANT INFORMATION

## Pre - Installation Recap

- Timing of the Pre-Installation site visit will be coordinated by LVI with every Lottery retailer.
- Retailers must verify the shipment address is correct, and accept the shipment.
- Recommend the Location Manager is onsite to observe the Pre-Installation activity.

## Training

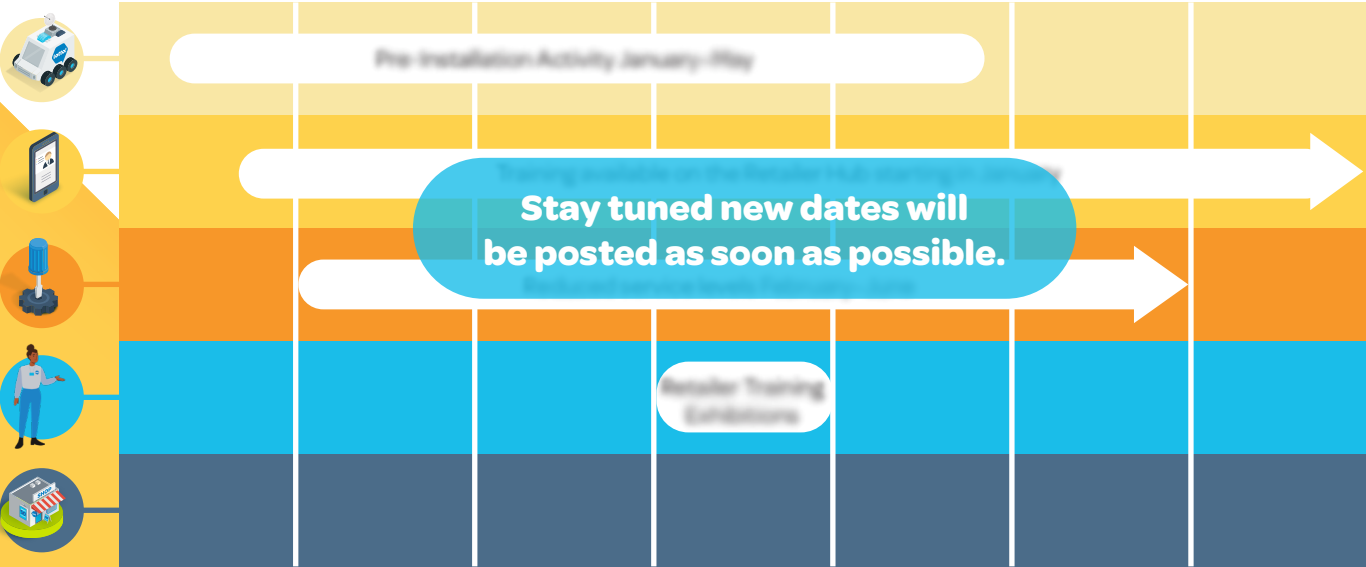
- Training videos, Quick Reference Guides and Retailer Information Sheets will be available on the Retailer Hub in the coming months..
- Experience in person, hands-on training at Retailer Training Exhibitions, hosted at select locations across the Province. Stay tuned for dates and locations!

## Reduced Service Levels

BCLC is committed to supporting all our retail partners and ensuring a successful transition to the new Lottery Equipment on Big Bang. Because of this, there will be significant limitations in our ability to facilitate equipment removals, installations and relocations. After the launch of the new Lottery Equipment, we will be working towards resuming our current levels of support.

If you anticipate a need for equipment adjustments after August 2023, please discuss with your Territory Manager so they can work with you to navigate BCLC's restricted service period.

# ACTIVITY CALENDAR



# LOTTO TRANSFORMATION CHECKLIST



Stay tuned for the new Big Bang launch date and the day that Lottery transforms at your store.



Bookmark the Lotto Transformation page on the Retailer Hub.



Place this brochure in your Lotto Transformation binder and share with your team.



Notify your BCLC Territory Manager if you anticipate any activity that will affect Lottery at your location after August 2023.



Read the monthly eBulletin for important Lottery information.



Questions or feedback? Reach out to your Territory Manager.

## GET READY FOR THE FUTURE OF PLAY

### FOR MORE INFORMATION

To find more information about the new Lottery Equipment and Pre - Installation site visit, go to the Retailer Hub by scanning this QR Code.

